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What is Uplink?

- Uplink is the name of Indiana Department of Workforce Development's automated self service Unemployment Insurance system.
- Through Uplink Employer Self Service, you now have access to enhanced services, 24 hours a day, 7 days a week.
- New features in Uplink allow you to:
 - Apply for new account status online
 - Review and manage your account information in detail
 - Access help screens and navigation aids to assist you in using the system
 - File reports and make payments online
- Uplink Employer Self Service enables you to receive improved customer service and reduces the time needed for processing reports and payments.
- The modernization of the state's unemployment insurance system is another step forward for the department as it continues to upgrade its services for workers and employers throughout the state.

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New Users

- **BACK BUTTON:**
Be sure not to click the Back button within your browser (top left of your screen). If you need to go back, either use the back button provided on the Uplink page you are on or use the left-hand navigation menu to go to another page.
- **CLICK IT!**
Click 'Next' or 'Submit' by using your computer's left mouse button to complete entry on a screen rather than hitting 'Enter' on your keyboard. Some of the information that you enter may not stay in Uplink if you use the 'Enter' button.
- **WHERE'S ALL THE INFO?**
If you can not see the entire screen that you are on, you may need to use your scroll bars up and down and left to right. To minimize the need for

scrolling you can change your computer's screen resolution. To do this, move your mouse pointer to a blank area on your computer's desktop and right-click. Then click Properties, click the Settings tab, slide your Screen Resolution bar to 1024 by 728 pixels, and click OK. To make your font larger you may change your screen to 800 by 600 pixels, but you will then need to scroll often. In some cases you may also make your font larger by clicking on the word View on your browser's menu bar, choosing Text Size and choosing a larger size.

- **SAVE THIS LINK:** <https://uplink.in.gov/ESS/ESSLogon.htm> (To make it easier to return to Uplink on your home computer, you may wish to save the link in your bookmarks/favorites. You may use the Help menu item on your browser to help you determine how this is done, as methods for doing this vary by browser type.)
- **NEW SYSTEM!**
This is a new system. Even though you may have created a profile/account in CS3, you will still need to click New User and create your profile in Uplink.
- **BE CAREFUL!**
It is very important that you take the time and extra care in entering your personal information precisely. If information is entered incorrectly, (i.e. Account number or FEIN being transposed, Username and Password spelled incorrectly) it will be extremely difficult to retrieve your information.
- **REMEMBER!**
When you create your Username and Password, it is wise to either write them down and store them in a safe place or use a Username and Password that you are currently using and have stored in your memory.

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Registering as a New Employer

- You can access Uplink Employer Self Service through the DWD home page by clicking on the *Employer Self Service* link in the *Online Services* section on the right side of the screen.
- To begin your new account process you first need to create your username and password. Click the 'New User' button, or the link on the navigation pane, to start the account creation process.
- On the next screen indicate you are registering as an Employer and select the option button to indicate you do not have an existing UI Account number.
- You will be taken through screens to create your username and password after which you can log into the system from the logon screen.
- You will be asked to enter your FEIN and then complete several screens with information about your business. During this process you will receive your SUTA account number.
- We strongly suggest that you print all confirmations for your records.

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Registering as an Existing Employer

- You can access Uplink Employer Self Service through the DWD home page by clicking on the *Employer Self Service* link in the *Online Services* section on the right side of the screen.
- To gain access to your existing UI account, you first need to create your username and password. Click the 'New User' button, or the link on the navigation pane, to start the process.
- On the next screen indicate you are registering as an Employer and select the option button to indicate you have an existing Indiana DWD account number.
- You will be taken through screens to create your username and password after which you will be taken directly to your Summary Screen.
- You will be asked to enter your FEIN, existing Indiana DWD account number, and the total gross wages posted to your account.
- After you have accessed your UI account, you will then be able to maintain account information online.
- We strongly suggest that you print all confirmations for your records.

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Who qualifies as an Agent?

- An agent is a pre-registered third party person or company that has view-only or full maintenance access to an employer account for Unemployment Insurance, Tax, and/or Benefit transactions.
- Agents are typically attorneys, a CPA/accountant, a payroll company, or an assigned legal Power-of-Attorney.
- Agents can be given varying degrees of authority to 'act on behalf of' an employing entity. This authority can range from discussing account information to filing reports and making payments to requesting refunds and filing protests for the employer.

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Registering as a New Agent

- You can access Uplink Employer Self Service through the DWD home page by clicking on the *Employer Self Service* link in the *Online Services* section on the right side of the screen.
- To begin your new account process you first need to create your username and password. Click the 'New User' button, or the link on the navigation pane, to start the account creation process.

- On the next screen indicate you are registering as an Agent and select the option button to indicate you do not have an existing UI account.
- You will be asked questions which will enable you to create your username and password at which you will return to the logon screen and be able to log into ESS and complete your Agent Profile.
- We strongly suggest that you print all confirmations for your records.

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Registering as an Existing Agent

- You can access Uplink Employer Self Service through the DWD home page by clicking on the *Employer Self Service* link in the *Online Services* section on the right side of the screen.
- To gain access to your existing UI agent account, you first need to create your username and password. Click the 'New User' button, or the link on the navigation pane, to start the process.
- On the next screen indicate you are registering as an Agent and select the option button to indicate you have an existing Indiana DWD agent account number.
- You will be taken through screens to create your username and password after which you will be taken directly to your Summary Screen.
- You will be asked to enter your existing Indiana DWD agent account number, and phone number.
- After you have accessed your agent account, you will then be able to maintain contact information online.

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Employer/Agent Logon Process

- If you have already created your username and password you can enter these on the Employer Self Service logon screen and access ESS at any time (24 hours a day) to view your account. If you have not previously created your username and password please refer to the sections above on registering as an existing employer or agent.

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Accessing Account Information

- After logging into ESS you will see your Employer Home Page. By using the navigation menu on the left side of the screen you can review and make changes to your account. If this is the first time you have entered ESS, please review the existing information to verify it is correct.

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Password

- There is a 'Forgot Password' link on the left navigation bar on the ESS home page. By clicking on this menu item and submitting your username and email address your password will be sent to you via email message and you will then be able to logon and access your account.
- If you wish to change your password you will access the Change Password option through the User Maintenance topic on the main navigation bar after logging on to the Uplink system.

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User Name

- There is a 'Forgot Username' link on the left navigation bar on the ESS home page. When an employer, or an agent, forgets their user name they may enter their email address on this screen and their username will be sent to them in an email message.
- The employer or agent will then be able to logon to the Uplink system and access their account.

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Uplink Error Message

- You must contact WorkOne's Uplink Customer Service Center by calling 1-800-891-6499 to report this problem.

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Logon Problems

- Make sure your username and password are correctly entered on the logon screen. If you continue to have problems call the Uplink Customer Service Center at 1-800-891-6499 for assistance.

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What is LSES?

- As part of the Uplink Employer Self Service System, the Indiana Department of Workforce Development has developed tools to assist the employer and their employees during times of temporary layoffs and or

holiday shutdowns. This is being done under the Large Scale Employer Separations (LSES) initiative.

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How does LSES work?

- The LSES software is a user friendly way for an employer to establish an online layoff record for each period of layoff or shutdown.
- The layoff record consists of the employees last day worked, return to work date and company contact information.
- The employer then downloads a copy of their most recently filed quarterly wage report.
- From that report the employer selects the employees involved in this particular layoff and enters the **gross** amount of any deductible income, such as holiday or vacation pay, to be paid to each employee.
- When an employee included in this layoff record files an unemployment claim, certain data will pre-fill onto their claim application; such as the company name and address, last day worked, date wages payable to, and the gross amount of deductible income.

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What are the advantages for an employer to use LSES?

- One of the biggest advantages to you is if you provide the deductible income prior to the layoff, the agency should not have to contact you concerning deductible income.
- This means the number of contacts an employer receives from the agency will be greatly reduced. In the past, you could have received literally hundreds of individual requests for income related issues.
- By using the online application, you can provide the department with that information up front and contained in one file.

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What are the advantages to your employees if you use LSES?

- The data from the layoff record that you entered will lay over onto the claimant's application for unemployment. So they will have less data entry to complete.
- Since the agency has the information up front concerning the back to work date, nothing will need to be verified in order for the claimant to be granted a work search waiver.
- Given the agency has the deductible income information; the claimant should experience more timely payments.

- This leads to an additional advantage to both parties. With the claimant receiving faster payments, that will lead to reduced questions from the employee to you the employer.

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Access the Large Scale Employer Separation Screen

- Access the Uplink ESS system at www.in.gov/dwd
- Click on the *Unemployment Insurance Information for Employers* link in the right side menu directly under the *Online Services* heading.
- Click on the [Click here to access Uplink Employer Self Service](#) link.
- Log on to the system and your Employer Summary page is displayed.
- Click on the *Resource* link in the top right hand corner of the screen to access the Large Scale Employer Separations menu.
- Additional information about Uplink Large Scale Employer Separations can be obtained by viewing the video tutorial at:
<http://www.in.gov/dwd/2649.htm>.

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LSES Assistance Information

Carol Hunter
317-232-7385
chunter@dwd.in.gov

Kathy Sebeliski
574-239-9360
ksebeliski@dwd.in.gov

Jeremie Dexter
317-232-0648
jadexter@dwd.in.gov

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Assigning a Third Party Agent for Account Correspondence

- During the new account registration process, and in ESS under Profile Maintenance, you have the option of assigning an agent to receive your account correspondence.
- Access the Assign Correspondence Agents screen and select the Correspondence type by using the list arrow and choosing from the drop-down list (selections listed are Appeals, Benefits, Tax). Clicking on the

- Agent Details 'Search' link at the left of the pane allows you to choose from a list of agents registered with the state.
- Once the agent is selected and is shown in the top pane, the 'Assign' button is clicked to add that information to the Correspondence Agents pane at the bottom of the screen.
 - You must check the box to indicate you have read the Important Information section before leaving this screen.

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Assigning an Agent for Account Access

- You can allow your agent to have access to your account through the User Maintenance menu item on the left side of the Employer home page screen.
- You can choose to add your agent as an External Account User and assign them a specific level of authorization for activity they will be able to perform on your account on your behalf.

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Problems Assigning an Agent

- If you can not find your third party agent in the search list they may not be registered with DWD and may need to create an account in Uplink. Once they have created their account they will appear on the list and you will be able to select them as your correspondence agent. Please contact your agent for verification of registry.

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Don't Have an Agent?

- It is not necessary to complete the Assign Agent screen if you do not have an agent (third party representative). You can skip this portion during the registration process by clicking the 'Next' button.
- If you would like to have an agent receive your correspondence and/or provide account maintenance for you, then you can always add an agent later after you have established that employer/agent relationship.

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Filing a Contribution Report (UC-1) or a Wage Report (UC-5)

- By using the Quarterly Reporting menu item on the left navigation bar you can file your quarterly contribution reports and your wage reports online at any time.
- Reports and Payments due will be listed in the Smart Links section on your home page.

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Making a Payment

- You can make a payment on your SUTA account through Employer Self Service by accessing the Make a Payment menu item on the left navigation bar. Payments can be made using a credit card, checking account information, or by printing a payment voucher and mailing it with your check to DWD at 10 N. Senate Ave., Indianapolis, IN 46204.

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Uploading Wage Information

- At the present time the capability exists for employers with 200 or fewer employees to upload their wage data via CD in a specific format. You can get more information about the format by accessing this link:
<http://www.in.gov/dwd/files/UploadingQuarterlyWageFile.pdf>

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Delinquent Reports/Past Due Liabilities

- Past due reports and payments will be listed in the Smart Links section or your home page. You can click on the link to be taken directly to the appropriate screen to immediately file your report or make a payment.

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Address Change

- You can make address changes to your account by using the Profile Maintenance menu item on the left navigation pane, selecting Legal Information, entering the new information and clicking on the Update button. For a name change, or any other status changes please contact the DWD Call Center at 1-800-891-6499.

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Internal Account Users

- Through the User Maintenance menu item you can add internal users who can access your account. These users would be staff or additional business partners. You can also delete an internal user if they leave your employ.

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External Account Users

- External users are third party agents you would like to be able to access your account information. External users can be added or deleted through the User Maintenance menu item.

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Authorization Levels

- There are several levels of authorization you may set which will determine what types of account information your internal and external users will be able to view or take action on. Users with Administrator access level have full access to update functions

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Maintaining Account Users

- You can maintain your list of internal and external users through the User Maintenance menu item on the left navigation bar. Users can be added or access changed or deleted at any time.

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